



**UNITED STATES DISTRICT COURT  
EASTERN DISTRICT OF LOUISIANA  
OFFICE OF THE CLERK**  
[WWW.LAED.USCOURTS.GOV](http://WWW.LAED.USCOURTS.GOV)

CAROL L. MICHEL  
CLERK OF COURT

TAMIA N. GORDON  
CHIEF DEPUTY

TODD R. MCGHIE  
CHIEF DEPUTY

**NOTICE OF POSITION VACANCY**

**POSITION TITLE:** OPERATIONS SUPERVISOR OF PRO SE AND OPERATIONS SPECIALISTS UNITS

**POSITION LOCATION:** NEW ORLEANS, LOUISIANA

**VACANCY ANNOUNCEMENT #:** 20-DSC-20

**OPENING DATE:** WEDNESDAY, SEPTEMBER 30, 2020

**CLOSING DATE:** APPLICATIONS RECEIVED BY CLOSE OF BUSINESS, **WEDNESDAY, OCTOBER 14, 2020, 5:00 PM** CENTRAL DAYLIGHT/STANDARD TIME WILL BE CONSIDERED FOR FIRST REVIEW (OR UNTIL FILLED).

**JOB CLASSIFICATION/GRADE:** CL-27/28

**SALARY RANGE:** \$51,208 - \$99,762 (DEPENDENT ON QUALIFICATIONS AND EXPERIENCE)

**POSITION OVERVIEW**

The United States District Court for the Eastern District of Louisiana is seeking qualified applicants for the full-time permanent position of Operations Supervisor of the Pro Se and Operations Specialists Units. The Operations Supervisor performs supervisory work related to the full range of court operational duties. The incumbent serves as a first-line supervisor over one or more areas of court operations, primarily the Pro Se Unit and Operations Specialists. The Operations Supervisor directs and trains staff and ensures compliance with the appropriate guidelines, policies, and internal controls. The Operations Supervisor directly reports to the Chief Deputy Clerk.

**REPRESENTATIVE DUTIES:**

- Supervises employees involved in operational activities, primarily the Pro Se Writ Clerks and Operations Specialists, including assigning and reviewing work, evaluating performance, and recommending disciplinary actions. Develops and conducts employee performance evaluations. Assists in developing work standards. Supervises, delegates, and prioritizes workload. Implements staff procedures and conducts staff meetings. Oversees

office functions. Identifies issues and resolves disputes. Maintains accurate documentation, statistics, and employee records. Trains staff on policies, procedures, and internal controls. Makes recommendations regarding employee appointments, promotions, and separations.

- Supervises court operations, primarily pro se unit and operation specialists. Coordinates and communicates office procedures with unit executives, managers, judges, and chambers staff. Assists with the court's emergency planning and preparedness program, including testing.
- Coordinates with Case Administrator Unit to direct staff to assist with routine docket entries, opening of new cases, checking and updating of statistical information, issuance of summons, scanning, docketing and maintaining confidential filings, when necessary.
- Monitors the completion of docketing assisting functions and ensures accuracy of input information.
- Directs staff in supporting other Operations functions (e.g., jury administration, intake, records, pro se, magistrate clerical and appeals) when necessary.
- Directs and coordinates staff to:
  - Handle records management, including filing, scanning, and archiving records.
  - Prepare daily mail log of checks received and jointly reconcile log with cashier for input in the cash register (CR) system.
  - Assist in retrieving, copying and scanning original paper documents maintained by the Clerk's office.
  - Handle incoming mail and processing and metering outgoing mail, shredding, filing, faxing and copying.
  - Reconcile cashier's drawer daily.
  - Perform attorney maintenance including corresponding with attorneys and updating attorneys' information in the court's database and admissions.
  - Handle delivery of incoming materials from within the court to appropriate individuals in the office.
  - Backup coverage for the Appeals and Intake Departments, when necessary.
  - Perform Electronic Court Recording functions, when necessary.
- Answers questions regarding incoming documents from pro se litigants, including prisoner petitions, habeas corpus petitions, motions to vacate, Social Security and equal employment matters regarding conformity with appropriate rules, practices and/or court requirements and are acceptable for filing.
- When necessary, reviews correspondences with pro se litigants providing instructions for resolving problems of conformance with federal and local rules.
- Assist in preliminary assessments, based upon status of case and content of the document, to determine how a document should be construed.
- Alters and/or amends the necessary form orders for all new pro se suits, and for some motions, when changes are requested.
- Answers questions regarding statistical case information and cause of action and provides guidance, when necessary, regarding maintaining information on the Court's "Previous Case Sheet" or PCS.
- Approves destruction of state court records.
- Engages with District Judge Case Managers, Magistrate Judge Case Managers and Staff Attorneys when questions regarding accepting unique documents for filing arise.
- Trains and oversees the work performed by newly appointed pro se clerks.
- Reviews all pleadings signed by the District Judge and Magistrate Judge restricting pro se litigant access to the Court including, but not limited to, sanctioned litigant orders. Uploads such orders to the database for future reference.
- Assists staff attorneys with case management and resolving problem issues.
- Answers numerous in-person, telephonic and mail inquiries by furnishing information on a wide variety of topics, such as case status and document filing inquiries and requirements.
- Reviews pro se related orders signed by the District or Magistrate Judges with writ clerks to determine any necessary process.
- Assist chambers and other court personnel in answering questions regarding the processing of documents.
- Answers Staff Attorney inquiries regarding procedures and processes.
- Provides backup coverage for pro se writ clerk.

- Coordinates leave and approves leave requests.
- Communicates and responds to management requests regarding operations. Answers procedural questions for judges, staff, and the public. Provides customer service and resolves difficulties while complying with regulations, rules, and procedures. Abides by the *Code of Conduct for Judicial Employees* and court confidentiality requirements. Demonstrates sound ethics and good judgment at all times. Handles confidential and sensitive information appropriately.
- Performs other clerical, administrative and supervisory duties as needed.

## **QUALIFICATIONS:**

To qualify for a supervisory position, an individual must possess:

- 1) At least two years of specialized experience that included progressively responsible administrative, technical, professional, supervisory or managerial experience, that provided an opportunity to gain:
  - Skill in developing the interpersonal work relationships needed to lead a team of employees;
  - The ability to exercise mature judgement;
  - The knowledge of basic concepts, principles and theories of management and the ability to understand the managerial policies applicable to the judiciary unit involved;

and
- 2) Have at least one year of experience at or equivalent to the next level below the level of the position for which the individual is being considered.

## **PREFERRED QUALIFICATIONS AND/OR EXPERIENCE:**

- Excellent verbal and written communication skills;
- The ability to work effectively with a wide variety of people, and organize, oversee and complete projects;
- Exceptional interpersonal and customer service skills;
- Mature, self-motivated person with a professional attitude able to handle high levels of responsibility;
- Proficiency in computer, internet, and typing skills including use of Microsoft Word, Excel, PowerPoint and Adobe PDF;
- Federal court experience preferred, and prior federal court experience involving pro se litigation highly preferred;
- Completion of a bachelor's degree is highly preferred; a degree in business, criminal justice, management science, political science, public administration, law or a related field is preferred.

## **BENEFITS:**

Employees of the United States District Court are “at-will” employees, are not subject to regulations of the Civil Service Commission, and do not qualify for Merit System Board protections. However, under the Judicial System they are entitled to the same [benefits](#) as other federal government employees. Some of the [benefits](#) are:

- During the first three years of full-time employment, employees receive 13 days of paid vacation. Thereafter, between 20-26 days of paid vacation depending upon the length of federal service.
- Employees receive 13 days of paid sick leave (unlimited accumulation) and ten (10) paid federal holidays a year.

- Subsidized medical coverage with pre-tax employee premiums and flexible benefits program for health care, dependent care and commuter/parking expenses.
- Eligibility for Group Life Insurance, Long Term Disability, and Long-Term Care coverage.
- Mandatory participation in the Federal Employees Retirement System with employer matching contributions.
- Employees are required to use Electronic Fund Transfer (EFT) for payroll direct deposit.
- Promotions are at the discretion of the court based upon job classification, experience and performance.
- When computing employee leave and retirement benefits, time in service with other federal agencies, as well as time for prior military service, is taken into consideration.

\*\*\*\*\*Eligibility for benefits varies with part-time and/or temporary appointments\*\*\*\*\*

### **ADDITIONAL INFORMATION:**

The Office of the Clerk provides clerical support and record keeping services to the U. S. District Court for the Eastern District of Louisiana. The Clerk's Office provides both short- and long- range opportunities for those interested in a service career with the United States Courts.

New Selectees are subject to background check or investigation and subsequent favorable suitability determination, and selectees to high-sensitive positions are subject to updated background investigations every five years.

### **HOW TO APPLY:**

Applicants must be citizens of the United States or be authorized to work in the United States. (See [Citizenship Requirements](#)).

Qualified applicants should submit **one PDF document** that contains:

- A letter of interest (cover letter),
- A current/detailed resume,
- A completed [AO 078 Federal Judicial Branch Application For Employment](#).

Please reference the vacancy announcement number in your letter of interest. Applications will not be considered complete until all items listed above have been received by Human Resources. No application material, with the exception of academic transcripts, will be accepted via U. S. Mail.

**All application material must be submitted ELECTRONICALLY, no exceptions, to:**

**[HRAdmin@laed.uscourts.gov](mailto:HRAdmin@laed.uscourts.gov)**

### **DISCLOSURES:**

Due to the volume of applications received, only those interviewed will be notified of the selection outcome. The United States District Court reserves the right to modify the conditions of this vacancy announcement, and/or fill multiple positions from this vacancy announcement, to withdraw the announcement, or to fill the position sooner than the closing date without prior written notice. The United States District Court requires employees to adhere to a [Code of Conduct for Judicial Employees](#). The Court will not reimburse candidates for travel in connection with the interview or pay for any relocation expenses. We appreciate your interest in employment with our district.

*The United States District Court for the Eastern District of Louisiana is an Equal Opportunity Employer.*